

## Using NYSHIP Online

NYSHIP Online has been designed and structured to provide you with more targeted information about your NYSHIP benefits. Use this flyer as a guide to navigate the site.

To access NYSHIP Online, visit the New York State Department of Civil Service web site at <https://www.cs.state.ny.us>. Click on the **Retirees** tab, then Health Benefits.

**You MUST select one of the following to continue.**

I retired from:

- A New York State Agency (NY)
- A Participating Employer (PE)
- A Participating Agency (PA) with The Excelsior Plan
- A Participating Agency (PA) with The Empire Plan

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### Retirees

[How to use this site](#)

Welcome to NYSHIP Online, where you will find information on the New York State Health Insurance Program for State and Local Government for retired enrollees. In order to provide you with targeted information about your benefits, you will need to indicate where you retired from and choose your health insurance plan if prompted.

Note: If you are in a participating agency and you are not sure what your benefit plan type is, visit our [Retiree Group Wizard for Participating Agencies](#).

**This site uses cookies.** If you have cookies enabled, you will only have to access this page and select your group once. The site will remember your group for future visits. You will have the option of changing your group at any time after the initial log-on.

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[Retiree Group Wizard for Participating Agencies](#)

## Logging onto NYSHIP Online

### Step 1

To log onto NYSHIP Online, you will be required to identify the type of employer from which you retired. This will allow us to customize your NYSHIP benefit information. Select your Participating Agency employer type from the list provided and click Continue. Clicking on each Participating Agency (PA) link will provide more information about these groups.

### Step 2

Click the Continue button. If you are not sure what PA plan selection to make, click on the Retiree Group Wizard for Participating Agencies and follow the instructions on the page. If you are unsure of your benefits, contact the Employee Benefits Division at 1-800-833-4344.

**NYSHIP Online uses cookies.** If you have cookies enabled, you will only have to select your group once. **The site will remember your group for future visits.** You will have the option of changing your group at any time after your initial log on by selecting Change Your Group in the NYSHIP Online banner (see item 2; next page). For more information about cookies, read the information available at <https://www.cs.state.ny.us/ebd/welcome/cookies.cfm>.

## 1. Where You Are

The Group and Plan you selected is displayed in the colored bar at the top left of all pages in the NYSHIP Online sections of the site.

## 2. Change Your Group

This link is available on every NYSHIP Online page of the site and will return you to the main NYSHIP Online log on screen for Active Employees. From there, you will be able to select a different group or health plan. If you want to change to a different Retiree group, click on the NYSHIP Online for Retirees link in the first paragraph. The benefit information presented on the site will reflect the group you select when you log on.

## 3. Content Links

The main site navigation will direct you to group-specific and general content related to your health benefits and other benefits.

**Health Benefits** - Here you will find important information relating to your health benefits. This section includes details of your health insurance benefits, links to providers, deductibles and copayments; and links to forms, recent publications and the current preferred drug list for the plan you selected when you last logged on.

**Other Benefits** - Here you will find a reminder to contact your agency Health Benefits Administrator if you have questions about COBRA.

**Medicare** - This section offers resources on how NYSHIP and Medicare work together to provide your benefits.

**Using Your Benefits** - This section is designed to help you make the most of your plan benefits. Among other things, you will find links to helpful telephone numbers and web sites; contact information for agency Health Benefits Administrators; forms and publications; Plan Providers, Pharmacies and Services; and a tutorial on using the display and print format options available on this site.

**Find a Provider** - This section contains a link to a web site for each of the plan's carriers.

**Search** - You can search NYSHIP Online by keyword and by section. The additional search engine instructions will help you formulate the most efficient search.

**Calendar** - The searchable calendar contains event information for conferences, health fairs, legal holidays, local government meetings, training sessions, union events and other miscellaneous events.

**What's New?** - This frequently updated section includes timely NYSHIP announcements and updates and is searchable by topic. Check **What's New?** often to keep updated on NYSHIP information and activities.

## 4. Other Sections of the New York State Department of Civil Service Web Site

The navigation tabs at the top of each screen provide links to the four main sections of the Department web site. Clicking on one of these links will take you out of NYSHIP Online and back to the Department web site. To find additional retiree information, click on the Retirees tab.

## 5. Return to the Department Home Page

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Participating Agency – Retiree • Your Plan | Change Your Group | Search Text Version / Text Adjust

# nyshiponline

Employee Benefits Division  
Department of Civil Service

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## How to find answers to your benefit questions and gain access to additional important information:

- Retirees of Participating Agencies should contact your former agency Health Benefits Administrator.
- If you have questions regarding health insurance claims and are enrolled in The Empire Plan or The Excelsior Plan, call 1-877-7-NYSHIP (1-877-769-7447) toll free and choose the appropriate program on the main menu.
- A comprehensive list of government agencies, Medicare and other important resources is available on NYSHIP Online in the Using Your Benefits section.

## Contacting us about NYSHIP Online:

- To contact our webmaster, click on the Tech Help link at the top of every screen, and then on the Need Help? Email Us Now link on the Tech Help page. This will open your email program.
- There are a few guidelines to follow to ensure that you receive a complete response from our webmaster:
  - Include something in the subject line. Messages that arrive with no indication of the source and no subject may be missed.
  - Identify the page name or URL that your email refers to (cut and paste it from the web address line). NYSHIP Online is a very large site and knowing your access point and why you are contacting us is helpful.
  - Identify the type of browser (i.e., Internet Explorer or Mozilla Firefox) and version (i.e., 6.0, or 7.0) that you use to view the site. This information can generally be found by clicking on the Help menu on the top bar of your browser window.
  - Do not send attachments with your email unless our webmaster requests them.
- Please remember that NYSHIP Online is not a secure web site. DO NOT send any Social Security Numbers, policy numbers or other personal health information by email. If your inquiry requires this information, our response will tell you the best ways to submit it.

